

**THE OFFICE OF REGULATORY STAFF
DIRECT TESTIMONY AND EXHIBITS
OF
DEBORAH FITTS HINKLE
JUNE 15, 2010**



DOCKET NO. 2010-146-WS

**Petition of ORS for Commission to Order
a Rule to Show Cause As to Why
Carolina Water Service Inc., Should Not
be Found in Violation of Commission
Regulations and for Issuance of Order to
Provide Adequate and Proper Service**

TESTIMONY OF DEBORAH FITTS HINKLE

FOR

THE OFFICE OF REGULATORY STAFF

DOCKET NO. 2010-146-WS

IN RE: CAROLINA WATER SERVICE, INC.

Q. PLEASE STATE YOUR NAME AND ADDRESS.

A. My name is Deborah Fitts Hinkle and my home address is 541 Harbour Place Court, Lexington, South Carolina 29072. I live in Harbour Place subdivision. I have lived at this address for approximately six years, and I have been a customer of Carolina Water Service ("CWS") during that time.

Q. PLEASE STATE YOUR EDUCATIONAL BACKGROUND AND OCCUPATION.

A. I am Vice President of Operations for Concept Unlimited, Inc. I am a graduate of Florida State University and hold a business degree. I have been a resident of Lexington for the past twenty (20) years.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?

A. The purpose of my testimony is to inform the Public Service Commission of South Carolina ("Commission") of the problems that I have experienced as a customer of CWS.

Q. PLEASE DESCRIBE THE PROBLEMS THAT YOU EXPERIENCED.

A: I contacted ORS in April of 2010, because I was not receiving my bills. I had previously contacted CWS's customer service department but was informed that the billing delays were caused by the bulk water providers.

1 In this instance, I contacted ORS because when I called CWS's customer service
2 department, I was transferred to CWS's customer care center in Florida and was unable
3 to obtain a supervisor's name so that I could escalate my complaint. Additionally, I was
4 not referred to ORS by any CWS representative. I discovered ORS through my internet
5 search.

6 **Q. PLEASE EXPLAIN THE EXHIBITS ATTACHED TO YOUR TESTIMONY.**

7 A. Exhibit DFH-1 is a spreadsheet showing the due date for each bill, the amount of the bill,
8 the date paid and the check number. DFH-2 contains copies of bills from June 2008 to
9 April of 2010. DFH-3 is an email from my home owner's association advising me to call
10 CWS and my response.

11 **Q. HAVE YOU RECEIVED TIMELY BILLS?**

12 A. No.

13 **Q. HAVE YOU RECEIVED BILLS WITH A DELAY FROM THE DATE OF THE**
14 **METER READ TO THE BILL STATEMENT DATE?**

15 A. Yes.

16 **Q. HOW MANY DAYS OR MONTHS DELAY BETWEEN THE METER READ**
17 **DATE AND BILL DATE IS SHOWN ON YOUR BILL STATEMENT DATED**
18 **DECEMBER 03, 2009?**

19 A. The bill shows the meter was read on September 24, 2009 and the bill date is December
20 3, 2009 with a due date of December 24, 2009.

21 **Q. WHAT CONCERNS DO YOU HAVE REGARDING CWS?**

22 A. I do not always receive my bills through U.S. Mail, and my bill due date is not on a
23 regular cycle each month. Sometimes, I receive two bills in one month; and, in some

1 instances, no bill.

2 **Q. DO YOU PAY YOUR BILLS ON A TIMELY BASIS?**

3 A. Yes.

4 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

5 A. Yes, it does.

EXHIBIT DFH-1
(REDACTED)

Mikel & Deborah Hinkle
 541 Harbour Place Ct.
 Lexington, SC 29072

EXHIBIT DFH-1

5/24/2010	\$179.78			* only recd by e-mail, have not recd this bill in mail as 5/6/2010 (added past due balance from bill issued on the same date)
5/24/2010	\$82.94			
4/28/2010	\$98.10	4/22/2010	8656	* only recd by e-mail, have not recd this bill in the mail as of 5/6/2010
4/20/2010	\$0.00	NA	NA	
2/18/2010	93.44	3/8/2010	8853	Received bill on 3/3/2010 (had to call to get bill after HOA e-mail warning)
1/21/2010	118.67	1/8/2010	8914	
12/24/2009	174.61	12/18/2009	8816	
11/23/2009	203.19	11/23/2009	8881	
10/20/2009	276.02	10/12/2009	8761	
9/21/2009	143.32	9/18/2009	8731	
8/19/2009	129.30	8/21/2009	8641	
7/20/2009	7.66	7/17/2009	8603	
6/12/2009	251.73	6/12/2009	8070	* bill recd was for \$251.73, but the copy they sent me was only for \$132.15
5/21/2009	119.67	5/9/2009	8031	
4/27/2009	141.43	4/20/2009	8000	
4/3/2009	117.65	3/31/2009	7983	
2/10/2009	110.41	2/5/2009	8382	
1/5/2009	125.29	12/19/2008	8353	
11/24/2008	132.53	11/21/2008	8321	
10/13/2008	781.51	10/12/2008	8213	*ck DHSC/sewage rates
7/14/2008	237.58	7/4/2008	8142	Carolina Water
6/6/2008	126.72			
5/6/2008	96.25			
4/8/2008	108.80			
3/5/2010	106.10			
2/5/2008	101.04			
1/6/2008	161.00			
12/8/2007	166.08			
11/5/2007	204.28			
10/7/2007	228.84			
9/5/2007	170.27			
8/5/2007	156.63			
7/7/2007	174.89			
6/5/2007	139.85			
5/6/2007	98.90			
4/7/2007	99.44			
3/9/2007	84.52			
2/5/2007	109.24			
1/6/2007	116.90			
12/8/2006	249.40			
10/9/2006	273.49			
8/8/2006	135.80			
7/1/2006	160.00			
6/9/2006	131.04			
5/9/2006	90.36			
4/8/2006	87.40			
3/12/2006	85.99			
1/7/2006	93.48			
12/9/2005	92.04			

EXHIBIT DFH-2
(REDACTED)

**EXHIBIT DFH-2**

Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay:
06/18/2008		7/14/2008	\$237.58

Name **DEBORAH HINKLE**

Primary Telephone #

Service Address **541 HARBOUR PLACE CT, LEXINGTON, SC, 29072****Activity Since Last Bill**

Previous Balance	\$0.00
Payments received as of 06/18/2008	\$0.00
Balance as of 06/18/2008	\$0.00

Residential Purchased Water

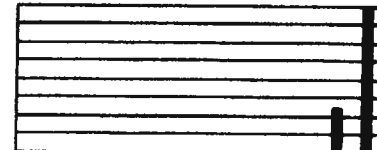
Water Distribution Base Charge	\$11.09
Distribution Usage of 34,260 gallons at \$2.03 per 1,000 gallons	\$69.55
Water Supply Charge of 34,260 gallons at \$0.0034183 per gallon	\$117.11
SC DHEC Fee	\$0.83
Total Residential Purchased Water	\$198.58

Residential Wastewater Service

Wastewater Service	\$39.00
Total Residential Wastewater Service	\$39.00
Total Amount Due	\$237.58

Summary of Service

Meter Reading	Meter #	90082757
Current	1778370	05/26/2008
Previous	1744110	04/27/2008
Usage	34,260 Gallons	
Number of Days:	29	
Average Daily Use:	1,181 Gallons	
Average Daily Cost:	\$8.19	

Billing History**Consumption History**

A fee of 1.5% per month will be added if unpaid by the due date.

Make check payable to: Carolina Water Service Inc of SC

Messages

Please note, though you may be receiving this current bill sooner than expected, the timeframe for which you are being billed is for a regular billing schedule.



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:

Due Date: 7/14/2008

Please Pay: \$237.58

Amount Paid

Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||

☐ Address correction requested on back



Carolina Water Service Inc of SC
Collections: (800) 387-4314
Phone: (800) 387-4314
Customer Service: (800) 387-4314
www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay:
09/18/2008		10/13/2008	\$781.51

Name DEBORAH HINKLE

Primary Telephone #

Service Address 541 HARBOUR PLACE CT, LEXINGTON, SC, 29072

Activity Since Last Bill

Previous Balance	\$237.58
Payments received as of 09/16/2008	\$-237.58
Balance as of 09/16/2008	\$0.00

Residential Purchased Water

Water Distribution Base Charge	\$34.01
Distribution Usage of 93,170 gallons at \$2.03 per 1,000 gallons	\$189.14
Water Supply Charge of 93,170 gallons at \$0.0046819 per gallon	\$436.21
SC DHEC Fee	\$2.55
Total Residential Purchased Water	\$661.91

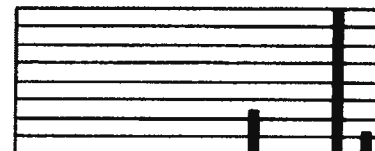
Residential Wastewater Service

Wastewater Service	\$119.60
Total Residential Wastewater Service	\$119.60
Total Amount Due	\$781.51

Summary of Service

Meter Reading	Meter #	90082757
Current	1871540	08/26/2008
Previous	1778370	05/26/2008
Usage	93,170 Gallons	
Number of Days:	92	
Average Daily Use:	1,013 Gallons	
Average Daily Cost:	\$8.49	

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.

Make check payable to: Carolina Water Service Inc of SC

Messages

Please note: This bill is for a total of 3 months or 3 billing cycles. We apologize for the inconvenience. If you need additional time to make payment, please call your local office for assistance.



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:

Due Date: 10/13/2008

Please Pay: \$781.51

Amount Paid

Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.ufwater.com

Bill Date	Account Number	Due Date	Please Pay:
10/26/2008		11/24/2008	\$132.53

Name DEBORAH HINKLE

Primary Telephone #

Service Address 541 HARBOUR PLACE CT, LEXINGTON, SC, 29072

Activity Since Last Bill

Previous Balance	\$781.51
Payments received as of 10/26/2008	\$-781.51
Balance as of 10/26/2008	\$0.00

Adjustments

Late Payment Charge	\$11.72
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Residential Purchased Water

Water Distribution Base Charge	\$11.09
Distribution Usage of 16,240 gallons at \$2.03 per 1,000 gallons	\$32.97
Water Supply Charge of 16,240 gallons at \$0.0022737 per gallon	\$36.92
SC DHEC Fee	\$0.83
Total Residential Purchased Water	\$81.81

Residential Wastewater Service

Wastewater Service	\$39.00
Total Residential Wastewater Service	\$39.00

Total Amount Due	\$132.53
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Summary of Service

Meter Reading	Meter #	90082757
Current	1887780	09/28/2008
Previous	1871540	08/26/2008
Usage	16,240 Gallons	
Number of Days:	33	
Average Daily Use:	492 Gallons	
Average Daily Cost:	\$3.66	

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:

Due Date: 11/24/2008

Please Pay: \$132.53

Amount Paid

Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||



Carolina Water Service Inc of SC
Collections: (800) 387-4314
Phone: (800) 387-4314
Customer Service: (800) 387-4314
www.ufwater.com

Bill Date	Account Number	Due Date	Please Pay:
12/08/2008	[REDACTED]	1/5/2009	\$125.29

Name **DEBORAH HINKLE** Primary Telephone # [REDACTED]
Service Address **541 HARBOUR PLACE CT, LEXINGTON, SC, 29072**

Activity Since Last Bill

Previous Balance	\$132.53
Payments received as of 12/08/2008	\$-132.53
Balance as of 12/08/2008	\$0.00

Residential Purchased Water

Water Distribution Base Charge	\$11.09
Distribution Usage of 16,290 gallons at \$2.03 per 1,000 gallons	\$33.07
Water Supply Charge of 16,290 gallons at \$0.002535 per gallon	\$41.30
SC DHEC Fee	\$0.83
Total Residential Purchased Water	\$86.29

Residential Wastewater Service

Wastewater Service	\$39.00
Total Residential Wastewater Service	\$39.00

Total Amount Due **\$125.29**

Summary of Service

Meter Reading	Meter #	90082757
Current	1904070	10/30/2008
Previous	1887780	08/28/2008
Usage	16,290 Gallons	
Number of Days:	32	
Average Daily Use:	509 Gallons	
Average Daily Cost:	\$3.92	

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number: [REDACTED] Amount Paid
Due Date: 1/5/2009
Please Pay: \$125.29



Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||

☐ Address correction requested on back

DFH-24/21



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay:
03/11/2009		4/3/2009	\$117.65

Name **DEBORAH HINKLE**

Primary Telephone #

Service Address **541 HARBOUR PLACE CT, LEXINGTON, SC, 29072**

Activity Since Last Bill

Previous Balance	\$110.41
Payments received as of 03/11/2009	\$-110.41
Balance as of 03/11/2009	\$0.00

Adjustments

Late Payment Charge	\$1.66
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Residential Purchased Water

Water Distribution Base Charge	\$11.09
Distribution Usage of 11,870 gallons at \$2.03 per 1,000 gallons	\$24.10
Water Supply Charge of 11,870 gallons at \$0.0034518 per gallon	\$40.97
SC DHEC Fee	\$0.83
Total Residential Purchased Water	\$76.99

Residential Wastewater Service

Wastewater Service	\$39.00
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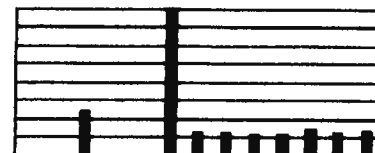
Total Residential Wastewater Service	\$39.00
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Total Amount Due	\$117.65
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Summary of Service

Meter Reading	Meter #	90082757
Current	1925290	12/20/2008
Previous	1913420	11/23/2008
Usage	11,870 Gallons	
Number of Days:	27	
Average Daily Use:	440 Gallons	
Average Daily Cost:	\$4.30	

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:

Amount Paid

Due Date: 4/3/2009

Please Pay: \$117.65



Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay:
04/06/2009		4/27/2009	\$141.43

Name DEBORAH HINKLE

Primary Telephone #

Service Address 541 HARBOUR PLACE CT, LEXINGTON, SC, 29072

Activity Since Last Bill

Previous Balance	\$117.65
Payments received as of 04/06/2009	\$-117.65
Balance as of 04/06/2009	\$0.00

Residential Purchased Water

Water Distribution Base Charge	\$14.05
Distribution Usage of 16,270 gallons at \$2.03 per 1,000 gallons	\$33.03
Water Supply Charge of 16,270 gallons at \$0.002698 per gallon	\$43.90
SC DHEC Fee	\$1.05
Total Residential Purchased Water	\$92.03

Residential Wastewater Service

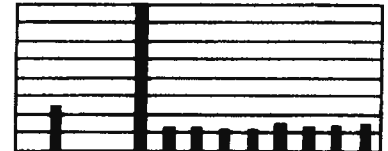
Wastewater Service	\$49.40
Total Residential Wastewater Service	\$49.40

Total Amount Due \$141.43

Summary of Service

Meter Reading	Meter #	90082757
Current	1941560	01/27/2009
Previous	1925290	12/20/2008
Usage	16,270 Gallons	
Number of Days:	38	
Average Daily Use:	428 Gallons	
Average Daily Cost:	\$3.72	

Usage History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:

Amount Paid

Due Date: 4/27/2009

Please Pay: \$141.43



Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.ufwater.com

Bill Date	Account Number	Due Date	Please Pay:
04/30/2009		5/21/2009	\$119.67

Name **DEBORAH HINKLE** Primary Telephone #

Service Address **541 HARBOUR PLACE CT, LEXINGTON, SC, 29072**

Activity Since Last Bill

Previous Balance	\$141.43
Payments received as of 04/30/2009	\$-141.43
Balance as of 04/30/2009	\$0.00

Residential Purchased Water

Water Distribution Base Charge	\$11.09
Distribution Usage of 10,920 gallons at \$2.03 per 1,000 gallons	\$22.17
Water Supply Charge of 10,920 gallons at \$0.0042855 per gallon	\$46.58
SC DHEC Fee	\$0.83
Total Residential Purchased Water	\$80.67

Residential Wastewater Service

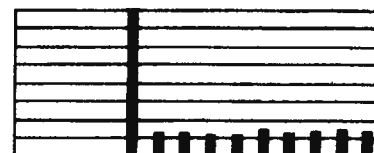
Wastewater Service	\$39.00
Total Residential Wastewater Service	\$39.00

Total Amount Due **\$119.67**

Summary of Service

Meter Reading	Meter #	90082757
Current	1952480	02/24/2009
Previous	1941560	01/27/2009
Usage	10,920 Gallons	
Number of Days:	28	
Average Daily Use:	390 Gallons	
Average Daily Cost:	\$4.27	

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:

Due Date: 5/21/2009

Please Pay: **\$119.67**

Amount Paid

Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||

☐ Address correction requested on back

DFH-28/21



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay:
06/28/2009		7/20/2009	\$7.66

Name DEBORAH HINKLE Primary Telephone #
Service Address 541 HARBOUR PLACE CT, LEXINGTON, SC, 29072

Activity Since Last Bill

Previous Balance	\$132.15
Payments received as of 06/28/2009	\$-251.73
Balance as of 06/28/2009	\$-119.58

Adjustments

Miscellaneous Adjustment - Water	\$-3.98
Miscellaneous Adjustment - Wastewater	\$-13.00
Late Payment Charge	\$1.73

Residential Purchased Water

Water Distribution Base Charge	\$11.09
Distribution Usage of 12,600 gallons at \$2.03 per 1,000 gallons	\$25.58
Water Supply Charge of 12,600 gallons at \$0.005237 per gallon	\$65.99
SC DHEC Fee	\$0.83
Total Residential Purchased Water	\$103.49

Residential Wastewater Service

Wastewater Service	\$39.00
Total Residential Wastewater Service	\$39.00
Total Amount Due	\$7.66

Summary of Service

Meter Reading	Meter #	90082757
Current	1976580	04/24/2009
Previous	1963980	03/24/2009
Usage	12,600 Gallons	
Number of Days:	31	
Average Daily Use:	406 Gallons	
Average Daily Cost:	\$4.80	

Usage History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:
Due Date: 7/20/2009
Please Pay: \$7.66



Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||

☐ Address correction requested on back

DFH-210/21



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.ulwater.com

Bill Date	Account Number	Due Date	Please Pay:
07/29/2009		8/19/2009	\$129.30

Name DEBORAH HINKLE

Primary Telephone #

Service Address 541 HARBOUR PLACE CT, LEXINGTON, SC, 29072

Activity Since Last Bill

Previous Balance	\$7.66
Payments received as of 07/29/2009	\$-7.66
Balance as of 07/29/2009	\$0.00

Residential Purchased Water

Water Distribution Base Charge	\$11.09
Distribution Usage of 15,060 gallons at \$2.03 per 1,000 gallons	\$30.57
Water Supply Charge of 15,060 gallons at \$0.0031749 per gallon	\$47.81
SC DHEC Fee	\$0.83
Total Residential Purchased Water	\$90.30

Residential Wastewater Service

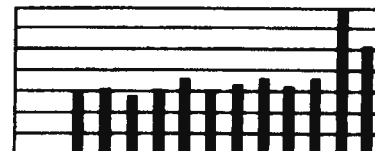
Wastewater Service	\$39.00
Total Residential Wastewater Service	\$39.00

Total Amount Due	\$129.30
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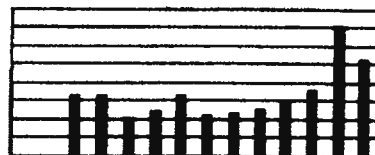
Summary of Service

Meter Reading	Meter #	90082757
Current	1991620	05/22/2009
Previous	1976580	04/24/2009
Usage	15,060 Gallons	
Number of Days:	28	
Average Daily Use:	538 Gallons	
Average Daily Cost:	\$4.62	

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:

Due Date: 8/19/2009

Please Pay: \$129.30

Amount Paid

Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||

☐ Address correction requested on back

DFH-211/21



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay:
08/30/2009		9/21/2009	\$143.32

Name DEBORAH HINKLE

Primary Telephone #

Service Address 541 HARBOUR PLACE CT, LEXINGTON, SC, 29072

Activity Since Last Bill

Summary of Service

Meter Reading Meter # 90082757
Current 2009210 08/25/2009
Previous 1991620 05/22/2009
Usage 17,590 Gallons
Number of Days: 34
Average Daily Use: 517 Gallons
Average Daily Cost: \$4.16

Previous Balance \$129.30
Payments received as of 08/30/2009 \$-129.30
Balance as of 08/30/2009 \$0.00

Adjustments

Late Payment Charge \$1.94

Residential Purchased Water

Water Distribution Base Charge \$11.09
Distribution Usage of 17,590 gallons at \$2.03 per 1,000 gallons \$35.71
Water Supply Charge of 17,590 gallons at \$0.0031124 per gallon \$54.75
SC DHEC Fee \$0.83
Total Residential Purchased Water \$102.38

Residential Wastewater Service

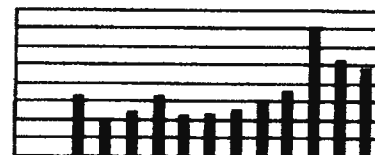
Wastewater Service \$39.00
Total Residential Wastewater Service \$39.00

Total Amount Due \$143.32

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:

Amount Paid

Due Date: 9/21/2009

Please Pay: \$143.32

Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||

☐ Address correction requested on back

DFH-212/21



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay:
11/02/2009		11/23/2009	\$203.19

Name **DEBORAH HINKLE** Primary Telephone #
Service Address **541 HARBOUR PLACE CT, LEXINGTON, SC, 29072**

Activity Since Last Bill

Previous Balance	\$276.02	
Payments received as of 11/02/2009	\$-276.02	
Balance as of 11/02/2009		\$0.00

Residential Purchased Water

Water Distribution Base Charge	\$11.09	
Distribution Usage of 25,910 gallons at \$2.03 per 1,000 gallons	\$52.60	
Water Supply Charge of 25,910 gallons at \$0.0038466 per gallon	\$99.67	
SC DHEC Fee	\$0.83	
Total Residential Purchased Water		\$164.19

Residential Wastewater Service

Wastewater Service	\$39.00	
Total Residential Wastewater Service		\$39.00
Total Amount Due		\$203.19

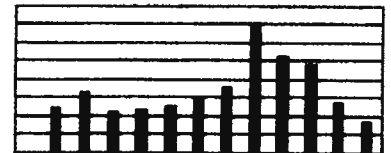
Summary of Service

Meter Reading	Meter #	90082757
Current	2070240	08/23/2009
Previous	2044330	07/22/2009
Usage	25,910 Gallons	
Number of Days:	32	
Average Daily Use:	810 Gallons	
Average Daily Cost:	\$6.35	

Usage History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number: Amount Paid
Due Date: 11/23/2009
Please Pay: **\$203.19**



Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||

☐ Address correction requested on back

DFH-214/21



Carolina Water Service Inc of SC
Collections: (800) 387-4314
Phone: (800) 387-4314
Customer Service: (800) 387-4314
www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay:
12/03/2009		12/24/2009	\$174.61

Name **DEBORAH HINKLE** Primary Telephone #

Service Address **541 HARBOUR PLACE CT, LEXINGTON, SC, 29072**

Activity Since Last Bill

Previous Balance	\$203.19
Payments received as of 12/03/2009	\$-203.19
Balance as of 12/03/2009	\$0.00

Adjustments

Late Payment Charge	\$3.05
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Residential Purchased Water

Water Distribution Base Charge	\$11.09
Distribution Usage of 24,060 gallons at \$2.03 per 1,000 gallons	\$48.84
Water Supply Charge of 24,060 gallons at \$0.0029842 per gallon	\$71.80
SC DHEC Fee	\$0.83
Total Residential Purchased Water	\$132.56

Residential Wastewater Service

Wastewater Service	\$39.00
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Total Residential Wastewater Service	\$39.00
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Total Amount Due	\$174.61
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Summary of Service

Meter Reading	Meter #	90082757
Current	2094300	09/24/2009
Previous	2070240	08/23/2009
Usage	24,060 Gallons	
Number of Days:	32	
Average Daily Use:	752 Gallons	
Average Daily Cost:	\$5.36	

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:

Due Date: 12/24/2009

Please Pay: \$174.61

Amount Paid

Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||

☐ Address correction requested on back

DFH-215/21



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay:
12/31/2009		1/21/2010	\$118.67

Name **DEBORAH HINKLE**

Primary Telephone #

Service Address **541 HARBOUR PLACE CT, LEXINGTON, SC, 29072**

Activity Since Last Bill

Previous Balance	\$174.61
Payments received as of 12/31/2009	\$-174.61
Balance as of 12/31/2009	\$0.00

Residential Purchased Water

Water Distribution Base Charge	\$11.09
Distribution Usage of 13,510 gallons at \$2.03 per 1,000 gallons	\$27.43
Water Supply Charge of 13,510 gallons at \$0.0029842 per gallon	\$40.32
SC DHEC Fee	\$0.83
Total Residential Purchased Water	\$79.67

Residential Wastewater Service

Wastewater Service	\$39.00
Total Residential Wastewater Service	\$39.00

Total Amount Due	\$118.67
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Summary of Service

Meter Reading	Meter #	90082757
Current	2107810	10/25/2009
Previous	2094300	09/24/2009
Usage	13,510 Gallons	
Number of Days:	31	
Average Daily Use:	436 Gallons	
Average Daily Cost:	\$3.83	

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:

Due Date: 1/21/2010

Please Pay: \$118.67

Amount Paid

Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||

☐ Address correction requested on back

DFH-216/21



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay:
01/28/2010		2/18/2010	\$93.44

Name DEBORAH HINKLE

Primary Telephone #

Service Address 541 HARBOUR PLACE CT, LEXINGTON, SC, 29072

Activity Since Last Bill

Previous Balance	\$118.67
Payments received as of 01/28/2010	\$-118.67
Balance as of 01/28/2010	\$0.00

Residential Purchased Water

Water Distribution Base Charge	\$11.09
Distribution Usage of 8,480 gallons at \$2.03 per 1,000 gallons	\$17.21
Water Supply Charge of 8,480 gallons at \$0.0029842 per gallon	\$25.31
SC DHEC Fee	\$0.83
Total Residential Purchased Water	\$54.44

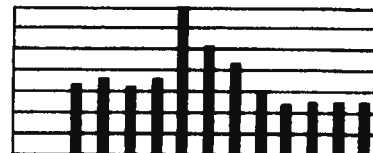
Residential Wastewater Service

Wastewater Service	\$39.00
Total Residential Wastewater Service	\$39.00
Total Amount Due	\$93.44

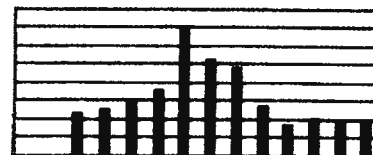
Summary of Service

Meter Reading	Meter #	90082757
Current	2116290	11/23/2009
Previous	2107810	10/25/2009
Usage	8,480 Gallons	
Number of Days:	29	
Average Daily Use:	292 Gallons	
Average Daily Cost:	\$3.22	

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:

Due Date: 2/18/2010

Please Pay: \$93.44

Amount Paid



Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||

☐ Address correction requested on back

DFH-217/21



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.utwater.com

Bill Date	Account Number	Due Date	Credit Balance
03/30/2010		4/20/2010	\$0.00

Name DEBORAH HINKLE

Primary Telephone #

Service Address 541 HARBOUR PLACE CT, LEXINGTON, SC, 29072

Activity Since Last Bill

Previous Balance	\$93.44	
Payments received as of 03/30/2010	\$-93.44	
Balance as of 03/30/2010		\$0.00
Total Amount Due		\$0.00

Period

Number of Days:

Average Daily Cost:

Summary of Service

Billing History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:

Due Date: 4/20/2010

Credit Balance \$0.00

Amount Paid

Do Not Pay

Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||

☐ Address correction requested on back

DFH-218/21



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay:
04/07/2010		4/28/2010	\$98.10

Name DEBORAH HINKLE

Primary Telephone #

Service Address 541 HARBOUR PLACE CT, LEXINGTON, SC, 29072

Activity Since Last Bill

Previous Balance	\$0.00
Payments received as of 04/07/2010	\$0.00
Balance as of 04/07/2010	\$0.00

Residential Purchased Water

Water Distribution Base Charge	\$11.09
Distribution Usage of 9,410 gallons at \$2.03 per 1,000 gallons	\$19.10
Water Supply Charge of 9,410 gallons at \$0.0029842 per gallon	\$28.08
SC DHEC Fee	\$0.83
Total Residential Purchased Water	\$59.10

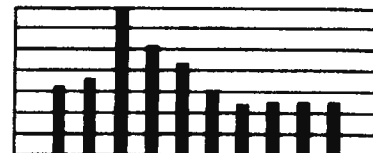
Residential Wastewater Service

Wastewater Service	\$39.00
Total Residential Wastewater Service	\$39.00
Total Amount Due	\$98.10

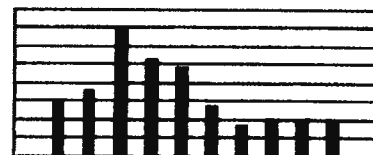
Summary of Service

Meter Reading	Meter #	90082757
Current	2125700	12/23/2009
Previous	2116290	11/23/2009
Usage	9,410 Gallons	
Number of Days:	30	
Average Daily Use:	314 Gallons	
Average Daily Cost:	\$3.27	

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.

Make check payable to: Carolina Water Service Inc of SC

Messages

We apologize for the delay in processing your bill. You will receive future bills on time. If you have any questions, please contact your local customer service office.



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number:
Due Date: 4/28/2010
Please Pay: \$98.10

Amount Paid

Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||

☐ Address correction requested on back

DFH-219/21



Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay:
04/29/2010		5/24/2010	\$82.93

Name **DEBORAH HINKLE** Primary Telephone #
Service Address **541 HARBOUR PLACE CT, LEXINGTON, SC, 29072**

Activity Since Last Bill
Previous Balance \$98.10
Payments received as of 04/29/2010 \$-98.10
Balance as of 04/29/2010 \$0.00

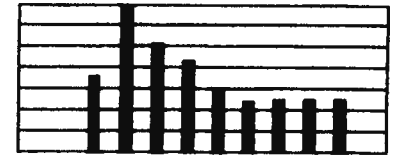
Adjustments
Base Charge Adjustment for Prorated 2008 Billing \$-0.74
Base Charge Adjustment for Prorated 2009 Billing \$-2.96
Base Charge Adjustment for Prorated 2009 Billing \$-10.40

Residential Purchased Water
Water Distribution Base Charge \$11.09
Distribution Usage of 9,210 gallons at \$2.03 per 1,000 gallons \$18.70
Water Supply Charge of 9,210 gallons at \$0.0029842 per gallon \$27.48
SC DHEC Fee \$0.21
SC DHEC Fee \$0.55
Total Residential Purchased Water \$58.03

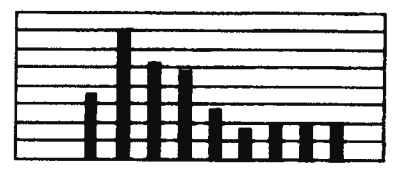
Residential Wastewater Service
Wastewater Service \$39.00
Total Residential Wastewater Service \$39.00
Total Amount Due \$82.93

Summary of Service
Meter Reading Meter # 90082757
Current 2134910 01/24/2010
Previous 2125700 12/23/2009
Usage 9,210 Gallons
Number of Days: 32
Average Daily Use: 288 Gallons
Average Daily Cost: \$3.03

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072



Account Number: Amount Paid
Due Date: 5/24/2010
Please Pay: \$82.93

Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476
|||||

☐ Address correction requested on back



been received by mail

Carolina Water Service Inc of SC
Collections: (800) 367-4314
Phone: (800) 367-4314
Customer Service: (800) 367-4314
www.utwater.com

Bill Date	Account Number	Due Date	Please Pay:
04/29/2010		5/24/2010	\$179.78

Name **DEBORAH HINKLE**

Primary Telephone #

Service Address **541 HARBOUR PLACE CT, LEXINGTON, SC, 29072**

Activity Since Last Bill

Previous Balance	\$82.93
Payments received as of 04/29/2010	\$0.00
Balance as of 04/29/2010	\$82.93

Residential Purchased Water

Water Distribution Base Charge	\$11.09
Distribution Usage of 9,180 gallons at \$2.03 per 1,000 gallons	\$18.64
Water Supply Charge of 9,180 gallons at \$0.0029842 per gallon	\$27.39
SC DHEC Fee	\$0.73
Total Residential Purchased Water	\$57.85

Residential Wastewater Service

Wastewater Service	\$39.00
Total Residential Wastewater Service	\$39.00

Total Amount Due	\$179.78
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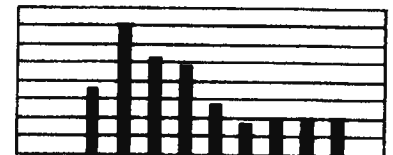
Summary of Service

Meter Reading	Meter #	90082757
Current	2144090	02/23/2010
Previous	2134910	01/24/2010
Usage	9,180 Gallons	
Number of Days:	30	
Average Daily Use:	306 Gallons	
Average Daily Cost:	\$3.23	

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.

Make check payable to: Carolina Water Service Inc of SC

Messages

Our records indicate the prior balance remains unpaid and your account may be subject to disconnection. Please note the due date on this bill refers to the current bill amount and does not extend the time allowed for payment of the prior balance.



PO Box 4509
West Columbia SC 29171-4509

#BWBCGPK
DEBORAH HINKLE
541 HARBOUR PLACE CT
LEXINGTON SC 29072

Account Number:

Due Date: 5/24/2010

Please Pay: \$179.78

Amount Paid

Carolina Water Service Inc of SC
PO Box 11025
Lewiston ME 04243-9476

☐ Address correction requested on back

DFH-221/21

EXHIBIT DFH-3
(REDACTED)

From: Debbie Hinkle
Sent: Monday, March 08, 2010 10:10 AM
To: Scott Hinkle
Subject: RE: Water bill

I am calling them now, yes, we did get a late notice too.

-----Original Message-----

From: Scott Hinkle
Sent: Monday, March 08, 2010 10:03 AM
To: Debbie Hinkle
Subject: FW: Water bill

-----Original Message-----

From: Russ & Kathy Stocker [mailto:russkathy@windstream.net]
Sent: Tuesday, March 02, 2010 9:29 AM
To: bbrakefield1@sc.rr.com; sullylc@hotmail.com; mslinda41@hotmail.com; bobh446@aol.com; psease@windstream.net; aellis9977@aol.com; LStaton1@its.jnj.com; ekirk713@gmail.com; brikarde@sc.rr.com; stephmittchells1@hotmail.com; builtwright@windstream.net; markf@sc.rr.com; srobinson17@sc.rr.com; cggantt@windstream.net; twilson77@sc.rr.com; fiatlux@sc.rr.com; f_seeby@hotmail.com; SamWarEagle@aol.com; StephanieArrigo@yahoo.com; kneuman1@sc.rr.com; slovaas@palmettoplanning.com; pdieterly@sc.rr.com; hhcotton@aol.com; craighowland@windstream.net; oldtown@msn.com; bfintak@csc.com; ingramlex@aol.com; wsh738@windstream.net; jimgrubbs@windstream.net; smorris3@sc.rr.com; fredkrebs@hotmail.com; Scott Hinkle; Sloteau@aol.com; seanbradford@windstream.net; michael.borowiec@yahoo.com; stanley.rikard@us.army.mil; smitchell17@csc.com; carpenteeh@scdot.org
Subject: Water bill

If you did not get one say 2 weeks ago and recently got a letter, call them. They blew it again. The letter has a late fee added to it. They changed billing companies "again".